

# **The reality of the quality of services provided by government institutions in the city of Salfit from the perspective of the recipients of the service.**

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## **Abstract**

The study aimed to identify the reality of the quality of services provided by government institutions in the city of Salfit from the point of view of the recipients of the service,

In order to achieve the objectives of the study, the researcher used the descriptive approach, where he designed a questionnaire to collect information, which included (50) paragraphs divided into six axes: (reliability, responsiveness, concrete, trust, empathy, handling complaints) Stability of the total instrument (0.96).

The Ministry of National Development, Ministry of National Economy, Ministry of Education, Ministry of Local Government, Ministry of Transport and Communications, Ministry of Agriculture, Ministry of Labor, Ministry of Health, Ministry of Labor and Social Affairs. (Ministry of Finance and Planning, Ministry of Public Works, Ministry of Culture, Ministry of Tourism and Antiquities, Ministry of Awqaf), six non-ministerial institutions (Land and Settlement Authority, Civil Association, Supreme Judicial Council, Rennes Governorate), during the period from 3/3/2019 to 28/3/2019, about 1200 citizens, according to the survey conducted by the researcher during this period, to limit the average number of daily auditors of these ministries and institutions.

The study sample was composed of 291 citizens from the ministries and non-ministerial institutions. The sample was chosen from the ministerial and non-ministerial institutions represented by all government institutions in Salfit. The researcher distributed 291 questionnaires. After collecting the distributed questionnaires, 265 (15) were excluded from the questionnaire, which is not valid for the statistical analysis. Thus, the sample reached (4) The final sample (250) was considered a sample Like the community

The study found that the total degree of quality of services provided by government institutions in Salfit City from the perspective of the recipient of the service was high and with a total mean of 3.76 and a high degree of appreciation. The standard deviation was 0.62 and a difference of 16% However, government services provided in Salfit contribute directly to raising the level of satisfaction of Palestinian citizens with the performance of government institutions.

The absence of significant differences at the level of significance ( $\alpha 0.05$ ) in the attitudes of the respondents towards the reality of the quality of services provided by government institutions in the city of Salfit from the point of view of the recipients of the service in

all fields of study attributed to the variable (scientific qualification), and found significant differences in the reliability axis According to the variable (gender), and also found that there are significant differences in the axis of confidence depending on the variable (age). The study is based on a number of recommendations: increasing attention to solving the problems of service recipients, studying their current and future needs, and disseminating electronic archiving systems in government institutions, and enhancing the ability of government institutions to respond by holding training courses and workshops to raise the efficiency of employees. More able to deal with the recipients of services, and increase the interest of government institutions in the concrete aspects of the work environment and the design of internal and external buildings and make them meet the needs of work and wishes of citizens, and be linked to Quality and human resources that are capable of providing high quality services to the Palestinian citizen, increasing the material capabilities of the governmental institutions to suit the quality system of the services, developing the working methods and procedures in order to raise the level of services provided to the public, To provide services to the public, to guide them in how to obtain services in the least time and effort, and to adopt an effective system to address complaints in government institutions that meet the needs of the recipients of services, Wei proposals as soon as possible and works to treat, in order to achieve a high degree of satisfaction of citizens and meet their needs.